WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT
Division of Economic Support
Bureau of Welfare Initiatives

TO: **Economic Support Supervisors**
        Economic Support Lead Workers
        Training Staff
        FSET Administrative & Provider Agencies
        Child Care Coordinators
        W-2 Agencies

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BWSP OPERATIONS MEMO	
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Date:	02/29/2000
Non W-2 [X] W-2 [X] CC [X]	
PRIORITY: High	

SUBJECT: **CHANGES TO CARES SCREEN APGI & THE IV-A/IV-D INTERFACE**

This is a <u>corrected version</u> of BWSP Operations Memo 00-12 to correct the screen print for table TRFR.

EFFECTIVE DATE: February 21, 2000

PURPOSE

This memo reviews some programming changes to the APGI screen and to the IV-A/IV-D Interface with KIDS. New alerts to the CARES worker will be created by KIDS when certain changes in a child support case have been made.

This memo also discusses in detail these changes made to APGI the IVA/IVD Interface:

1. The "Y/N" referral flag on APGI will now actually be sent to KIDS.

2. New reason codes have been added to reference table TRFR, Non-Referral Reason

    Codes.

3. You can no longer delete an APGI screen when the referral switch is "Y".

4. New alerts from KIDS will be sent to CARES workers when the CSA finds there is a reason for ending a child support referral.

BACKGROUND

The APGI screen in CARES is the vehicle by which a child support referral is made to IV-D, the Child Support Agency (CSA). All programs of assistance in CARES require that a referral be

made to child support if there is an absent parent, or if paternity needs to be established for a child. The information on APGI is the primary information the CSA uses to set up an assistance case in KIDS, so the information sent by CARES must be as accurate as possible.

CARES workers are able to refer an absent parent to IV-D by entering a "Y" in the "Absent Parent to be Referred to IV-D" field on APGI. The reason to refer an absent parent is dependent upon the case circumstances, so a CARES worker may need to change the referral switch to a "Y" or "N", as needed. The worker may also delete an APGI screen, especially if it contains information that is not correct.

APGI

There are 2 changes being made to APGI. The most important change is that the Refer to IV-D switch will now actually be sent to KIDS. When a worker changes the "N" to a "Y", KIDS will receive the "Y" along with all of the other information sent on this absent parent. The KIDS workers have requested that they be sent the "Y" or "N" so that they are alerted to changes in the case circumstances immediately. This change made to the interface is not visible to the CARES worker, but it is necessary to know that the CSA will be getting this information directly.

In the past, a CARES worker could delete the APGI screen while the referral was still showing a "Y". KIDS then had problems due to the fact that the absent parent information was gone, but the referral was still active. Now, if a worker tries to delete the APGI screen while the Refer to IV-D switch is a "Y", an error message will be presented stating that the referral switch must be changed to "N" first.

Below is an example of the error message presented when trying to delete the APGI screen when a "Y" is in the referral field.

```
APGI                 ABSENT PARENT GENERAL INFORMATION (1 OF 2)        02/15/00 09:55

 CASE: 1700162918                                 WORKER: XCTC14   XCTC14 M WELCH
 LAST UPDATED: 11 30 99                   CASE STATUS: OPEN   CASE MODE:
ONGOING
 AP DELETE MMYY: 0200                     AP FIRST & LAST NAME KNOWN ? (Y/N): N
 DC  NUM  FIRST          MI  LAST      SUF          SSN    SEX  DOB   DISABLED
 AE  001    UNKNOWN_____ _   UNKNOWN_____ ___  ___ __ ____ M  __ __ ____  _

   ABSENCE RSN: NM NEVER MARRIED                  ABSENT DATE: 01 01 97
   ABSENT PARENT TO BE REFERRED TO IV-D? (Y/N): Y    REASON CODE: __

 PLACE OF BIRTH:  CITY: _____  COUNTY: _____  STATE: __
AP MOTHER`S MAIDEN NAME: _____
           AP MAIDEN NAME: _____
MARRIAGE DATE: __ __ __  PLACE: WI COUNTY: __ OTHER: _____ STATE: __
--------------------CHILDREN / UNMARRIED PREGNANT WOMEN----------------------
DC NUM P  DC NUM P  DC NUM P  DC NUM P  DC NUM P  DC NUM P  DC NUM P  DC NUM P
__ 01 M __ 02 N __ __ _ __ __ _ __ __ _ __ __ _ __ __ _ __ __ _

__ __ _ __ __ _ __ __ _ __ __ _ __ __ _ __ __ _ __ __ _ __ __ _

------------------------------------------------INDIVIDUALS-------------------------------------------------
 01 JULES P (PP )   02 RANDY P (SON)


NEXT TRAN            PARMS  1700162918
```

When you get this error message, change the Refer to IV-D switch to "N", enter the reason for ending the referral for this absent parent, and then you can delete the APGI screen.

REFERENCE TABLE TRFR

When a worker ends a referral to IV-D on APGI by changing the referral switch from a "Y" to "N", it is mandatory to enter the reason code for ending the referral. The reason codes for this field are found in reference table TRFR. (Access this reference table by entering a "#" in the "Reason Code" field on APGI.) KIDS receives these reason codes through the interface.

This reference table has been updated by adding new reason codes and rewording others. The reference table now has the following reason codes for ending a referral to IV-D:

```
TABLE ID: TRFR              TABLE DESC: IV-D NON-REFERRAL RSN CODES
 AGENCY: 99        EFFECTIVE DATE: 01 10 00
 KEY:              NEXT KEY: _____


 NON-REF   REASON
 RSN CODE  DESC

  CAR      MINOR CARETAKER
  CDC      CHILD DECEASED
  DEC      ABSENT PARENT DECEASED
  GCS      GOOD CAUSE FOR NON-COOPERATION
  HOM      ABSENT PARENT IN THE HOME
  NOT      CHILD NOT IN AG
  ORD      ORDER IN OTHER STATE
  OTH      OTHER
  OUT      CHILD OUT OF THE HOME
```

NEW ALERTS FROM KIDS

The changes we are making to CARES and KIDS via the IV-A/IV-D interface will now alert workers in both agencies that a change has occurred with a case and that a referral to IV-D must end. When a CARES worker ends a referral on APGI, the reason code entered from reference table TRFR is sent to KIDS. Now, the KIDS workers will have the same capability to send CARES workers a reason code for ending a IV-D referral. The same codes that are listed in reference table TRFR will be used by KIDS workers when they close out a case in KIDS.

There are times when a child support worker may know of a household change before a CARES worker will know. This may happen especially when the absent parent is back in the home and no longer required to pay child support. The client may report this to the CSA before it is reported to the Economic Support or W-2 Agency. In this instance, the KIDS worker will enter a non-referral reason code in KIDS. This code will come over to CARES on an Interface file and generate an alert to the CARES worker. There is a separate alert for each code listed on reference table TRFR.

The new alerts, numbered 292 through 300, are all priority #1 alerts. This means immediate action must be taken on the change reported by the alert. The table below shows the alert number and it's associated text, as well as the reason code from table TRFR that is related to the alert.

ALERT NUMBER	ALERT TEXT	DESCRIPTION	CODE FROM TRFR
300	CHG IVD REFER SW ON APGI – GCS	Good Cause for Non-Cooperation	GCS
299	CHG IVD REFER SW ON APGI – ORD	Order in Another State	ORD
298	CHG IVD REFER SW ON APGI – NOT	Child Not in the AG	NOT
297	CHG IVD REFER SW ON APGI – CDC	Child Deceased	CDC
296	CHG IVD REFER SW ON APGI – CAR	Minor Caretaker	CAR
295	CHG IVD REFER SW ON APGI – OUT	Child Out of the Home	OUT
294	CHG IVD REFER SW ON APGI – HOM	Absent Parent in the Home	HOM
293	CHG IVD REFER SW ON APGI – DEC	Absent Parent Deceased	DEC
292	CHG IVD REFER SW ON APGI – OTH	Other	OTH

WORKER ACTION REQUIRED WHEN ALERT IS RECEIVED

The above alerts, received from KIDS, will not tell the worker which child in the AG is affected.

When there is more than one absent parent in a CARES case, the worker receiving the alert will not be able to tell which child and absent parent are the subjects of the alert. The CARES worker will be required to contact the client and/or the Child Support Agency to find out which child and absent parent the alert pertains to. In most instances, the CARES worker may already know this information prior to receiving this alert. However, there will be times when the child support agency finds out about changes in the absent parent's situation before the CARES worker. These alerts are intended to be a flag for the CARES worker, and that changes need to be made to the specific case.

NOTE: These alerts from KIDS will be in production sometime after March 1, 2000. A DXBM message will be issued so you will know when to expect the alerts.

The changes to the reference table and APGI went into production in CARES on February 21, 2000.

CONTACT

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   Note: Email contacts are preferred. Thank you.